

**Further  
Reading**

## **Module 1—Introduction to Health Communication**

- Batson, C. D., Dyck, J. L., Brandt, J. R., Batson, J. G., Powell, A. L., McMaster, M. R., et al. (1988). Five studies testing two new egoistic alternatives to the empathy-altruism hypothesis. *Journal of Personality & Social Psychology* 55(1): 52-77.
- Calderon, J., L., & Beltran, R. A. (2004). Pitfalls in health communication: Healthcare policy, institution, structure, & process. *Medscape Today*. Available at: <http://www.medscape.com/viewarticle/466016>.
- Center for Advancement of Health. (2003). Talking the talk: Improving patient-provider communication. *Facts of Life: Issue Briefings for Health Reporters* 8(3). Available at: <http://www.cfah.org/factsoflife/vol8no3.cfm>.
- Davis, M. H., Soderlund, T., Cole, J., Gadol, E., Kute, M., Myers, M., et al. (2004). Cognitions associated with attempts to empathize: How do we imagine the perspective of another? *Personality & Social Psychology Bulletin* 30(12): 1625-35.
- Galinsky, A. D., & Moskowitz, G. B. (2000). Perspective-taking: Decreasing stereotype expression, stereotype accessibility, and in-group favoritism. *Journal of Personality & Social Psychology* 78(4): 708-724.
- Martinez, E. L. (2007). *Patient-centered communication with vulnerable populations: Promising practices for addressing health literacy*. Presented at the Institute of Medicine's Roundtable on Health Literacy, March 29, 2007. Washington, DC: American Medical Association. Available at: <http://www.iom.edu/Object.File/Master/41/940/Roundtable%20on%20Health%20Literacy.%20%20Meeting%204.%20Ed%20Martinez.ppt#296,7,#8>.

---

The views expressed in these documents, websites, or other products do not necessarily reflect the official policies of the U.S. Department of Health and Human Services or the Health Resources and Services Administration, nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.

**Further  
Reading**

- McCall, M. G. (2003). Facilitators and barriers to changing health behaviors. *Medscape Today*. Available at: <http://www.medscape.com/viewarticle/466708>.
- Nielsen-Bohlman, L., Panzer, A.M., & Kindig, D.A. (Eds.). (2004). *Health literacy: A prescription to end confusion*. Washington, DC: The National Academies Press for the Institute of Medicine; p.4.
- Partnership for Clear Health Communication. (n.d.). *Advancing clear health communication to positively impact health outcomes*. Available at: <http://www.askme3.org/PFCHC/download.asp>
- U.S. Department of Health and Human Services. (2000). *Healthy people 2010: With understanding and improving health and objectives for improving health* (2nd ed., Vols. 1-2). Washington, DC: U.S. Government Printing Office. Available at: <http://www.healthypeople.gov/Document/pdf/Volume1/11HealthCom.pdf>
- Weiss, B. D. (2003). *Health literacy: A manual for clinicians*. Chicago: American Medical Association. Available at: <http://www.ama-assn.org/ama1/pub/upload/mm/367/healthlitclinicians.pdf>.

**Further  
Reading**

## Module 2—Health Literacy

American Medical Association Foundation (AMA). (2003). *Help your patients understand* [video]. Chicago: AMA.

Andrulis, D. P., & Brach, C. (2007). Integrating literacy, culture, and language to improve health care quality for diverse populations. *American Journal of Health Behavior* 31(Suppl 1): S122-S133.

Canadian Public Health Association, National Literacy and Health Program. (n.d.) *Plain language G.R.I.D.* Available at: <http://www.nlhp.cpha.ca/>

Federal Aviation Administration. (n.d.). *Document checklist for plain language on the web.* Available at: <http://www.plainlanguage.gov/howto/quickreference/checklist.cfm>

Federal Aviation Administration. (n.d.). *Quick reference tips.* Available at: <http://www.plainlanguage.gov/howto/quickreference/index.cfm>

Joint Commission. (2007). *"What did the doctor say?" Improving health literacy to protect patient safety.* Oakbrook Terrace, IL: The Joint Commission.

Kripalani, S., Jacobson, K.L., Brown, S., Manning, K., Rask, K., & Jacobson, T. (2006). *Development and implementation of a health literacy training program for medical residents.* Available at: <http://www.med-ed.online.org>

Johnston, L. L, et al. (2006). Transdisciplinary approach to improving health literacy and reducing disparities. *Health Promotion Practice*, 311

National Network of Libraries of Medicine. (n.d.). *Health literacy.* Available at: <http://nnlm.gov/outreach/consumer/hlthlit.html>

Nielsen, G. A. (2005). *Health literacy: Help your patients understand.* Available at: <http://www.healthdisparities.net/hdc/hdcsearch/isysquery/1a1e34df-e237-4d44-a483-286da8102773/2/doc/>

**Further  
Reading**

- Ohio State University Medical Center. (n.d.). *Plain language checklist*. Available at:  
[http://medicine.osu.edu/sitetool/sites/pdfs/ahecpublish/HL\\_Plain\\_Language\\_Checklist.pdf](http://medicine.osu.edu/sitetool/sites/pdfs/ahecpublish/HL_Plain_Language_Checklist.pdf)
- Osborne, H. (2000). In other words, when vision is an issue: Communicating with patients who are visually impaired. *Boston Globe's On Call*. Article reprinted with permission from *On Call* magazine. *On Call* is published by BostonWorks, a division of *The Boston Globe*, and is now available online at: <http://www.boston.com/jobs/healthcare/oncall>. To learn more about Osborne's work, please go to [www.healthliteracy.com](http://www.healthliteracy.com).
- Osborne, H. (2000). In other words...Communicating about health with an ASL interpreter. *Boston Globe's On Call*. Article reprinted with permission from *On Call* magazine. *On Call* is published by BostonWorks, a division of *The Boston Globe*, and is now available online at: <http://www.boston.com/jobs/healthcare/oncall>. To learn more about Osborne's work, please go to [www.healthliteracy.com](http://www.healthliteracy.com).
- Partnership for Clear Health Communication. (n.d.) *Advancing clear health communication to positively impact health outcomes*. Available at:  
<http://www.askme3.org/PFCHC/download.asp>
- Parker, R. M., Baker, D. W., Williams, M. V., & Nurss, J. R. (1995). *The test of functional health literacy in adults: A new instrument for measuring patients' literacy skills*. Atlanta, GA: Emory University School of Medicine.
- Pfizer Pharmaceutical Company, Pfizer Health Literacy Initiative. *What is clear health communication?* Available at: <http://www.pfizerhealthliteracy.com/index.html>
- Safeer, R. S., & Keenan, J. (2005.) Health literacy: The gap between physicians and patients. *American Family Physician* 72(3), 463–468. Available at:  
[http://www.med.umich.edu/medstudents/curRes/cca/m4/docs/AFP\\_Health\\_Lit.pdf](http://www.med.umich.edu/medstudents/curRes/cca/m4/docs/AFP_Health_Lit.pdf)
- Schillinger, D. (2004). Case and commentary: Lethal cap. *Morbidity and Mortality Rounds on the Web* [Agency for Healthcare Research and Quality]. Available at:  
<http://www.webmm.ahrq.gov/>
- Schwartzberg, J., & Lagay, F. (2003). Through the patient's eyes. *AMA Journal of Ethics, Virtual Mentor*. Available at: <http://www.ama-assn.org/ama/pub/category/5154.html>

**Further  
Reading**

- Singleton, K. (2003). *Virginia adult education health literacy toolkit*. Available at:  
<http://www.aelweb.vcu.edu/publications/healthlit>. [Content used: pg. 6 of toolkit]
- U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. (n.d.). *Health literacy: What you need to know and what you can do about it* [PowerPoint presentation]. Available at:  
<http://www.health.gov/communication/literacy/powerpoint/healthliteracy.ppt>
- U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. (n.d.). *Quick guide to health literacy*. Available at:  
<http://www.health.gov/communication/literacy/quickguide/Quickguide.pdf>
- Wallace, L. S., et al. (2007). Can screening items identify surgery patients at risk of limited health literacy? *Journal of Surgical Research* 140(2): 208-213.
- Weiss, B. D. (2003). *Health literacy: A manual for clinicians*. Chicago: American Medical Association. Available at: <http://www.ama-assn.org/ama1/pub/upload/mm/367/healthlitclinicians.pdf>
- Zarcadoolas, C., Pleasant, A. F., & Greer, D. S. (2006). *Advancing health literacy: A framework for understanding and action*. San Francisco, CA: Jossey-Bass.

**Further  
Reading**

## Module 3—Cultural Competency

California Endowment. (2004). *Connecting worlds: Training for health care interpreters*.

Available at: [http://www.calendow.org/uploadedFiles/connecting\\_worlds\\_manual.pdf](http://www.calendow.org/uploadedFiles/connecting_worlds_manual.pdf)

Callejas, L., Mayo, J., Monsalve-Serma, M., & Hernandez, M. (n.d.). *Addressing disparities in access to mental health services: RAICES/promotoras model*. Available at

<http://raices.fmhi.usf.edu/downloads.htm>.

Gay and Lesbian Medical Association. (2006). *Guidelines for care of lesbian, gay, bisexual, and transgender patients*. Available at:

[http://ce54.citysoft.com/data/n\\_0001/resources/live/GLMA%20guidelines%202006%20FINAL.pdf](http://ce54.citysoft.com/data/n_0001/resources/live/GLMA%20guidelines%202006%20FINAL.pdf).

Kleinman, A. (1980). *Patients and healers in the context of culture*. Berkeley, CA: University of California Press.

National Health Service Corps, Bureau of Health Professions, Health Resources and Services Administration, U.S. Department of Health and Human Services. (2004). *Bridging the cultural divide in health care settings: The essential role of cultural broker programs*.

Rust, G. (2006). CRASH: Cultural competency skills for diabetes care. Available at:

<http://www.onlinece.net/courses.asp?course=262&action=view>. CRASH Model

Advisory Committee: George Rust, MD, MPH, Janice Herbert- Carter, MD, B. Wayne Kong, J.D., Laura Aponte, MSW, Kofi Kondwani, Ph.D. Harry Strothers, MD, Yvonne Fry-Johnson, MD, Vera Taylor, MSTC, Ruben Martinez, Ph.D., Elvan Daniels, MD, Winston Wong, MD, MPH, Saju Mathews, MD, Roberto Dansie, Ph.D., Chikaodi Ntekop

Several Definitions of Culture—Available at:

[http://www.oll.temple.edu/ANTHRO\\_C061/course/cultdefs.html](http://www.oll.temple.edu/ANTHRO_C061/course/cultdefs.html)

<http://www.carla.umn.edu/culture/definitions.html>

<http://www.tamu.edu/classes/cosc/choudhury/culture.html>

<http://en.wikipedia.org/wiki/Culture>

**Further  
Reading**

Stuart, M. R., & Lieberman, J. A., III. (2002). *The fifteen minute hour* (3rd ed.). Available at:  
<http://www.15minutehour.com/15minutehour/>.

U.S. Department of Health and Human Services, Health Resources Services Administration. (2005). *Transforming the face of health professions through cultural and linguistic competence education: The role of the HRSA centers of excellence, Appendix A: The toolbox*. Available at:  
<http://www.hrsa.gov/culturalcompetence/curriculumguide/AppendixA.htm>.

U.S. Department of Health and Human Services, Health Resources Services Administration, Bureau of Primary Health Care, and Management Sciences for Health. (2005). *The provider's guide to quality and culture*. Available at:  
<http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English>

## **Hospitals, Ambulatory Care, and Public Health Settings**

Akin, M., Carr, D., & Payne, P. *Better communication, better care: Provider tools to care for diverse populations* [Health Industry Collaboration Effort (ICE)]. Available at:  
[http://www.iceforhealth.org/library/documents/ICE\\_C&L\\_Provider\\_Tool\\_Kit.10-06.pdf](http://www.iceforhealth.org/library/documents/ICE_C&L_Provider_Tool_Kit.10-06.pdf)

American Medical Association. (2006). *Improving communication—improving care: How health care organizations can ensure effective, patient-centered communication with people from diverse populations* [An ethical force program consensus report]. Available at:  
[http://www.ama-assn.org/ama1/pub/upload/mm/369/ef\\_imp\\_comm.pdf](http://www.ama-assn.org/ama1/pub/upload/mm/369/ef_imp_comm.pdf)

Andrulis, D. (2001). *Study of how urban hospitals address sociocultural barriers to health care access*. Available at:  
<http://www.rwjf.org/portfolios/resources/grantsreport.jsp?filename=023299s.htm&iid=133>

Beach, M., Saha, S., & Cooper, L. (2006). *The role and relationship of cultural competence and patient-centeredness in health care quality* [Commonwealth Fund]. Available at:  
[http://www.cmwf.org/publications/publications\\_show.htm?doc\\_id=413721](http://www.cmwf.org/publications/publications_show.htm?doc_id=413721)

California Endowment cultural competence. Available at:  
[http://www.calendow.org/uploadedFiles/connecting\\_worlds\\_manual.pdf](http://www.calendow.org/uploadedFiles/connecting_worlds_manual.pdf)

**Further  
Reading**

European Commission. *Migrant-friendly hospitals project and Amsterdam declaration*. Available at: <http://www.mfh-eu.net/public/home.htm>

Hasnain-Wynia, R., & Pierce, D. (n.d.) *HRET Health disparities toolkit: A toolkit for collecting race, ethnicity, and primary language information from patients* [Health Research and Educational Trust]. Available at: [www.hret.org/hret/publications/content/isbr1105.pdf](http://www.hret.org/hret/publications/content/isbr1105.pdf)

Health Resources and Services Administration. (n.d.). *Cultural competence resources for health care providers*. Available at: <http://www.hrsa.gov/culturalcompetence/>

MedQIC. (n.d.). *Cultural competency*. Available at: <http://medqic.org/dcs/ContentServer?cid=1157485300999&pagename=Medqic%2FContent%2FParentShellTemplate&parentName=Topic&c=MQParents>

National Association of Public Hospitals and Health Systems (NAPH). (2003). *Serving diverse communities in safety net hospitals and health systems. The Safety Net 17(3)*. Available at: [http://www.naph.org/Template.cfm?Section=The\\_Safety\\_Net\\_Archive&template=/ContentManagement/ContentDisplay.cfm&ContentID=3407](http://www.naph.org/Template.cfm?Section=The_Safety_Net_Archive&template=/ContentManagement/ContentDisplay.cfm&ContentID=3407)

National Center for Cultural Competence (NCCC), Georgetown University. *Conceptual frameworks/models, guiding values, and principles*. Available at: <http://www11.georgetown.edu/research/gucchd/nccc/foundations/frameworks.html>

National Center for Cultural Competence (NCCC), Georgetown University. Available at: <http://www11.georgetown.edu/research/gucchd/nccc/>

National Initiative for Children's Healthcare Quality (NICHQ). (2005). *Improving cultural competency in children's health care: Expanding perspectives*. Available at: [http://www.nichq.org/NR/rdonlyres/5B534B7B-0C38-4ACD-8996-EBB0C4CB2245/0/NICHQ\\_CulturalCompetencyFINAL.pdf](http://www.nichq.org/NR/rdonlyres/5B534B7B-0C38-4ACD-8996-EBB0C4CB2245/0/NICHQ_CulturalCompetencyFINAL.pdf)

University of Massachusetts Medical School, Office of Community Programs. (2004). *Physician toolkit and curriculum: Resources to implement cross-cultural curriculum guidelines for Medicaid practitioners*. Available at: <http://www.omhrc.gov/assets/pdf/checked/toolkit.pdf>

**Further  
Reading**

Wilson-Stronks, A., Galvez, E., & The Joint Commission and the California Endowment. (2007). *Hospitals, language, and culture: A snapshot of the nation; Exploring cultural and linguistic services in the nation's hospitals: A report of findings*. Available at: [http://www.jointcommission.org/NR/rdonlyres/E64E5E89-5734-4D1D-BB4D-C4ACD4BF8BD3/0/hlc\\_paper.pdf](http://www.jointcommission.org/NR/rdonlyres/E64E5E89-5734-4D1D-BB4D-C4ACD4BF8BD3/0/hlc_paper.pdf)

## Managed Care Plans

America's Health Insurance Plans (AHIP), Center for Policy and Research. (2005). *Innovations in Medicaid managed care*. Available at: <http://www.ahip.org/content/default.aspx?docid=841400>

Centers for Medicare and Medicaid Services (CMS) and Agency for Health Care Research and Quality (AHRQ). QAPI National Initiative—I. *Providing oral linguistic services: A guide for managed care plans*; and II. *Planning culturally and linguistically appropriate services: A guide for managed care plans*. Available at: <http://www.ahrq.gov/about/cods/cultcomp.htm>

COSMOS Corporation. (2003). *National study of culturally and linguistically appropriate services in managed care organizations (CLAS in MCOs study)*. Available at: [http://www.cosmoscorp.com/Docs/FR-CLAS-1\\_ManagedCare.pdf](http://www.cosmoscorp.com/Docs/FR-CLAS-1_ManagedCare.pdf)

Health Resources and Services Administration (HRSA). (2001). *Cultural competence works: Using cultural competence to improve the quality of health care for diverse populations and add value to managed care arrangements*. Available at: <ftp://ftp.hrsa.gov/financeMC/cultural-competence.pdf>

Siegel, W., & Gaichello, A. (1998). *Building linguistic and cultural competency: A tool kit for managed care organizations and provider networks that serve the foreign-born*. Available at <http://www.consultmillennia.com/documents/BuildingLinguisticCulturalCompetency.pdf>

**Further  
Reading**

## **Caring for Individuals with Limited English Proficiency**

Brach C., Fraser I., & Paez, K. (2005). Crossing the language chasm. *Health Affairs* 24(2): 424–434.

California Academy of Family Physicians and CAFP Foundation. (2005). *Addressing language access in your practice toolkit*. Available at:  
[http://www.familydocs.org/assets/Multicultural\\_Health/Addressing%20Language%20AccessToolkit.pdf](http://www.familydocs.org/assets/Multicultural_Health/Addressing%20Language%20AccessToolkit.pdf)

Georgetown University National Center for Cultural Competence. (n.d.). *Process of inquiry: Communicating in a multicultural environment*. Available at:  
<http://www.ncccurrucula.info/communication/index.html>

Hablamos Juntos. (n.d.). *Improving patient-provider communication for Latinos*. Available at:  
<http://www.hablamosjuntos.org>

Health Resources and Services Administration (HRSA). (2003). *Cross-cultural communication in health care: Building organizational capacity*. Available at:  
<http://www.hrsa.gov/reimbursement/broadcast/default.htm>

National Council on Interpreting in Health Care (NCIHC) website. Available at:  
<http://www.ncihc.org>

U.S. Department of Health and Human Services, Office of Minority Health. (2006). *A patient-centered guide to implementing language access services in healthcare organizations*. Available at: <http://www.omhrc.gov/templates/content.aspx?ID=4375&lvl=2&lvlID=107>

U.S. Department of Health and Human Services, Office of Minority Health. (n.d.). *Health care language services implementation guide*. Available at:  
<https://hclsig.thinkculturalhealth.org/user/home.rails>

Youdelman, M., & Perkins, J. (2002). *Providing language interpretation services in health care settings: Examples from the field* [National Health Law Program]. Available at:  
[www.cmwf.org](http://www.cmwf.org) or [www.healthlaw.org](http://www.healthlaw.org)

## Further Reading

Youdelman, M., & Perkins, J. (2005). *Providing language services in small health care provider settings: Examples from the field* [National Health Law Program]. Available at: [www.cmwf.org](http://www.cmwf.org) or [www.healthlaw.org](http://www.healthlaw.org)

## Health Literacy

Agency for Health Care Research and Quality (AHRQ), Health Literacy and Cultural Competency website. Available at: <http://www.ahrq.gov/browse/hlitix.htm>

American Academy of Family Physicians (AAFP). *Play it safe with medicine!* [toolkit]. Available at: <https://secure.aafp.org/catalog/viewItem.do?itemId=2961&productId=876&categoryId=4>

American College of Physicians (ACP) Foundation. *Health literacy resources and CD*. Available at: <http://foundation.acponline.org/hl/hlresources.htm>; and *Health literacy: A silent epidemic*. Available at: <http://www.foundation.acponline.org/hl/hlvideo.htm>

American Medical Association. *AMA/AMA Foundation's health literacy toolkits, videos, partnerships*. Available at: <http://www.ama-assn.org/ama/pub/category/8115.html>

Coulter, A. (2007). *Effectiveness of strategies for informing, educating, and involving patients*. Available at: <http://www.bmj.com/cgi/content/full/335/7609/24?ijkey=puwRPL3NPgfHgM6&keytype=ref>

Harvard School of Public Health, Health Literacy Studies website. Available at: <http://www.hsph.harvard.edu/healthliteracy/>

Institute of Medicine, Health Literacy website. Available at: <http://www.aed.org/ToolsandPublications/iom>

Medical Library Association (MLA), Health Information Literacy website. Available at: <http://www.mlanet.org/resources/healthlit>; and [http://www.mlanet.org/resources/healthlit/healthlit\\_resources.html](http://www.mlanet.org/resources/healthlit/healthlit_resources.html)

## Further Reading

National Center for Educational Statistics, The National Assessment of Adult Literacy (NAAL) website. Available at: <http://nces.ed.gov/naal>

National Institute for Literacy website. Available at:  
<http://www.nifl.gov/nifl/webcasts/20040803/webcast08-03.html>

Nielsen-Bohlman, L., Panzer, A., & Kindig, D. (2004). *Committee on health literacy health literacy: A prescription to end confusion*. Washington, DC: National Academies Press for the Institute of Medicine.

Partnership for Clear Health Communication/Ask Me 3 Initiative website. Available at:  
[www.AskMe3.org](http://www.AskMe3.org)

Schwartzberg, J., VanGeest, J., Wang C. (2004). *Understanding health literacy: Implications for medicine and public health* [American Medical Association]. Available at:  
<http://www.nlm.nih.gov/pubs/cbm/healthliteracybarriers.html>

The Joint Commission. (2007). "What did the doctor say?" *Improving health literacy to protect patient safety*. Available at:  
[http://www.jointcommission.org/NewsRoom/PressKits/Health\\_Literacy/](http://www.jointcommission.org/NewsRoom/PressKits/Health_Literacy/)

U.S. Department of Human and Health Services (DHHS), Office of Disease Prevention and Health Promotion Health Literacy Improvement website. Available at:  
<http://www.health.gov/communication/literacy/powerpoint>; and  
<http://www.health.gov/communication/literacy/quickguide>

U.S. Department of Human and Health Services (DHHS), Office of the Surgeon General. *Improving health literacy*. Available at:  
<http://www.surgeongeneral.gov/publichealthpriorities.html#literacy>

U.S. Department of Human and Health Services (DHHS), Administration on Aging. *Communicating with older adults*. Available at:  
<http://www.aoa.gov/prof/communicating/communicating.asp>

Weiss, B. (2003). *Health literacy and patient safety: Help patients understand—Manual for clinicians* [American Medical Association Foundation]. Available at: <http://www.ama-assn.org/ama1/pub/upload/mm/367/healthlitclinicians.pdf>

**Further  
Reading**

Zarcadoolas, C., Pleasant, A. F., & Greer, D. S. (2006). *Advancing health literacy: A framework for understanding and action*. San Francisco, CA: Jossey-Bass.

## **Movies, Videos, and CD-ROM Resources**

Alexander, M. (1995). Cinemeducation: An innovative approach to teaching multi-cultural diversity in medicine. *Annals of Behavioral Science and Medical Education* 2(1): 23-28.

American Academy of Family Physicians (AAFP). (2002). *Quality care for diverse populations*. Video/CD-ROM/Facilitator's Guide, Contributors: Bullock, K., Epstein, L., Lewis, E., Like, R., South Paul, J., & Stroebel, C. This educational program includes five video vignettes depicting simulated physician-patient visits in an office setting as a means to explore ethnic and sociocultural issues found in today's diverse health care environment. Produced by the American Academy of Family Physicians (AAFP), with partial funding by the Bureau of Primary Health Care, Health Resources and Services Administration. Available from the American Academy of Family Physicians, AAFP Order Dept., 11400 Tomahawk Creek Parkway, Leawood, KS 66211; Phone (800)-944-0000; Fax (913)-906-6075. Available at:  
<http://www.aafp.org/online/en/home/cme/selfstudy/qualitycarevideo.html>

American Medical Association. *Health disparities introductory kit: Working together to end racial and ethnic disparities: One physician at a time*. Available from the AMA at 1-800-621-8335 or at [www.ama-assn.org/go/healthdisparities](http://www.ama-assn.org/go/healthdisparities)

American Medical Association Foundation. (n.d.) *Low health literacy: you can't tell by looking*. [Online health literacy program video]. Available:  
<http://www.kumc.edu/service/acadsupt/edtech/gjames/amaliteracy/amafoundationstream.htm>

Boston City Hospital, in collaboration with the Department of Interpreter Services and the Boston Area Health Education Center, Section of General Internal Medicine. (1987). *The bilingual medical interview I*; and *The bilingual medical interview II: The geriatric interview*. Available from the BAHEC, 818 Harrison Ave., Boston, MA 02118; Phone (617)-534-5258.

## Further Reading

Grainger-Monsen, M., & Haslett, J. *Worlds apart* [A four-part series on cross-cultural health care]. Stanford University, Center for Biomedical Ethics. Available from Fanlight Productions at [www.fanlight.com](http://www.fanlight.com)

Grainger-Monsen, M., & Haslett, J. *Hold your breath*. Stanford University, Center for Biomedical Ethics. Available from Fanlight Productions at [www.fanlight.com](http://www.fanlight.com)

Greene, J., & Newell, K. *Community voices: Exploring cross-cultural care through cancer*. Video/Facilitator's Guide. Available from the Harvard Center for Cancer Prevention, Harvard School of Public Health, 665 Huntington Avenue, Bldg 2, Rm 105, Boston, MA 02115; Phone (617) 432-0038; Fax: (617)-432-1722; [hccp@hsph.harvard.edu](mailto:hccp@hsph.harvard.edu), or Fanlight Productions at [www.fanlight.com](http://www.fanlight.com)

Fedigan, J. *The angry heart: The impact of racism on heart disease among African Americans*. Available from Fanlight Productions at [www.fanlight.com](http://www.fanlight.com)

Kaiser Permanente National Video Communications and Media Services. (2002). *Cultural issues in the clinical setting, series A and series B* [Video]. Los Angeles, CA.

Kaiser Permanente/California Endowment Clinical Cultural Competency Video Series. (2000). Kaiser Permanente, with funding from The California Endowment, embarked on a project to create "trigger" videos as teaching tools for training healthcare professionals in cultural competence. The Project Director was Jean Gilbert, PhD, a medical anthropologist, and Jo Ann Lesser, Producer, a media specialist. Directing were Rod Gerber and Lisa Beezely Lipman, of the Kaiser Permanente C.A.R.E. Actors. These now completed videos comprise three sets, each with accompanying facilitator's guide and contextual materials. Each set costs \$35.00 or \$105 for all 20. The scenarios are from eight to fourteen minutes long. The actors, all professionals living in Los Angeles, are highly diverse in age, gender, ethnicity, and race. The videos have won many prizes at various international film and video festivals. Available from Gus Gaona, Kaiser Permanente, National Media Communications: Media Distribution, 825 Colorado Ave., Suite 300, Los Angeles, CA 90041, Phone: 323-259-4776.

Koskoff, H. *The culture of emotions: A cultural competence and diversity training program*. Available at: 415 Noe Street, #5, San Francisco, CA 94114; Phone 415-864-0927; Fax 415-621-8969; or from Fanlight Productions at [www.fanlight.com](http://www.fanlight.com)

**Further  
Reading**

Ohio Department of Health and Medical College of Ohio. (2000). *Cultural competence in breast cancer care* (CD-ROM). Available at: Vertigo Productions, LTD., 3634 Denise Drive Toledo, OH 43614; (877)-385-6211.

The Cross Cultural Health Care Program. (1998). *Communicating effectively through an interpreter*. Available at: 270 South Hanford Street, Suite 100, Seattle, Washington 98134; Phone (206)-860-0329; or from <http://www.xculture.org>

University of Massachusetts Medical School. *Culture and conneXions: Understanding your patients*. Designing care that is culturally competent: The video is meant to assist monolingual health care providers in understanding the intricacies of dealing with a patient from a different culture. Available from Lisa Morris, Director of Cross Cultural Initiatives, Office of Community Programs, University of Massachusetts Medical School, Shrewsbury, MA.

## **Continuing Education Programs (selected)**

American Academy of Family Physicians. (2002) *Quality care for diverse populations*. Video/CD-ROM/Facilitator's Guide, Contributors: Bullock, K., Epstein, L., Lewis, E., Like, R., South Paul, J., & Stroebel, C. Produced by the American Academy of Family Physicians (AAFP), with partial funding by the Bureau of Primary Health Care, Health Resources and Services Administration. Available from the American Academy of Family Physicians, AAFP Order Dept., 11400 Tomahawk Creek Parkway, Leawood, KS 66211; Phone (800)-944-0000; Fax (913)-906-6075; or from <http://www.aafp.org/online/en/home/cme/selfstudy/qualitycarevideo.html>

American Academy of Orthopedic Surgeons (AAOS). *Cultural competency challenge CD-ROM educational program* [AAOS Product #02735]. Available at: 6300 North River Road, Rosemont, IL 60018-4262 or from [www.aaos.org/challenge](http://www.aaos.org/challenge)

Baggerly, J. (2005). *Assuring cultural competence in disaster response*. University of South Florida: Florida Center for Public Health Preparedness. Available at: <http://www.fcphp.usf.edu/courses/course/course.asp?c=ACC>

**Further  
Reading**

- California Endowment. (2005). *Second language and cultural competency training for continuing medical education (CME) credit*. Available at: <http://www.calendow.org/reference/publications/pdf/cultural/Second%20LanguageCultural%20Comp.pdf>
- Doctors in Touch (DIT). *Culture and health care: An e-learning course* [based on Cultural sensitivity: A guidebook for physicians and healthcare]. Available at: [http://www.doctorsintouch.com/courses\\_for\\_CME\\_credit.htm](http://www.doctorsintouch.com/courses_for_CME_credit.htm)
- Hepatitis B Foundation. (2007). *Hepatitis B in Asian and Pacific islanders: Steps towards cultural competency*. Available at: [http://www.hepb.org/hepb\\_course/API\\_course.php](http://www.hepb.org/hepb_course/API_course.php)
- Lynch, J., & Harper, S. *Measuring health disparities* [Interactive CD-ROM, produced by the Michigan Public Health Training Center (MPHTC)]. Available at: <http://measuringhealthdisparities.org>
- Manhattan Cross Cultural Group and Critical Measures. *Quality interactions: A patient-based approach to cross-cultural care*. Available at: <http://www.qualityinteractions.org/>
- Medical Directions, Inc. *Delivering culturally effective care for patients with diabetes*. An online course from the Virtual Lecture Hall and Department of Family Medicine, University of Arizona College of Medicine at the Arizona Health Sciences Center. Available at: [http://www.vlh.com/shared/courses/course\\_info.cfm?courseno=1786](http://www.vlh.com/shared/courses/course_info.cfm?courseno=1786)
- Medical Directions, Inc. *Communicating through health care interpreters*. An online course from the Virtual Lecture Hall and Rush University Medical Center. Available at: [http://www.vlh.com/shared/courses/course\\_info.cfm?courseno=1705](http://www.vlh.com/shared/courses/course_info.cfm?courseno=1705)
- Network Omni. *Caring with CLAS: Cultural competence in health care across the spectrum* [Accredited by UMDNJ Center for Continuing Outreach and Education]. Available at: [http://www.networkomni.com/collateral/NetworkOmni\\_Caring\\_with\\_CLAS\\_Brochure.pdf](http://www.networkomni.com/collateral/NetworkOmni_Caring_with_CLAS_Brochure.pdf)
- University of Wisconsin-Madison, Pediatric Pulmonary Center [a collaborative website of the MCH training network]. *Cross-cultural health care case studies: Online self-study course*. Available at: <http://www.dcs.wisc.edu/pda/online/cc-cases.htm>

## Further Reading

U.S. Department of Health and Human Services, Office of Minority Health. *A physician's practical guide to culturally competent care*. Available at: <http://cccm.thinkculturalhealth.org>

U.S. Department of Health and Human Services, Office of Minority Health. *Culturally competent nursing care: A cornerstone of caring*. Available at: <https://ccnm.thinkculturalhealth.org>

## Curricular Materials

Health Resources and Services Administration. *Transforming the face of health professions through cultural and linguistic competence education: The role of the HRSA centers of excellence*. Available at: <http://www.hrsa.gov/culturalcompetence/curriculumguide/>

**Further  
Reading**

## Module 4—Limited English Proficiency

Agency for Healthcare Research and Quality. (2006). Case and commentary: Language barrier. *Morbidity and Mortality Rounds on the Web*. Available at: <http://webmm.ahrq.gov/case.aspx?caseID=123>

Andrulis, D., Goodman, N., & Pryor, C. (2002). *What a difference an interpreter can make: Health care experiences of uninsured with limited English proficiency*. Available at: <http://www.hhs.gov/ocr/lep/InterpreterDifference.pdf>

Asahikawa International Committee. (2005). *Asahikawa info*. Available at: [http://www.city.asahikawa.hokkaido.jp/files/kokusaikouryu/ashkwinfo/healthy/healthy\\_se p05.htm](http://www.city.asahikawa.hokkaido.jp/files/kokusaikouryu/ashkwinfo/healthy/healthy_se p05.htm)

Brach, C., Fraser, I., & Paez, K. (2005). Crossing the language chasm. *Health Affairs* 24(2): 424-434.

California Academy of Family Physicians. *Addressing language access in your practice e-toolkit*. Available at: [http://www.familydocs.org/multicultural\\_health.php](http://www.familydocs.org/multicultural_health.php)

California Endowment. (2002). *California standards for health interpreters*. Available at: [http://www.calendow.org/reference/publications/pdf/cultural/TCE0701-2002\\_California\\_Sta.pdf](http://www.calendow.org/reference/publications/pdf/cultural/TCE0701-2002_California_Sta.pdf)

California Endowment. (2004). *Connecting worlds: Training for health care interpreters*. Available at: [http://www.calendow.org/uploadedFiles/connecting\\_worlds\\_manual.pdf](http://www.calendow.org/uploadedFiles/connecting_worlds_manual.pdf)

California Healthcare Interpreting Association website. Available at: <http://cms.chiaonline.org/#content>

California Primary Care Association. (n.d.). *Providing health care to limited English proficient (LEP) patients: A manual of promising practices*.

Diversity RX. (2003). *Choosing a role*. Available at: <http://www.diversityrx.org/>

**Further  
Reading**

- Divi, C., Koss, R. G., Schmaltz, S. P., & Loeb, J. M. (2007). Language proficiency and adverse events in U.S. hospitals: A pilot study. *The Commonwealth Fund* 85. Available at: [http://www.commonwealthfund.org/publications/publications\\_show.htm?doc\\_id=472804](http://www.commonwealthfund.org/publications/publications_show.htm?doc_id=472804)
- Georgetown University, Center for Child and Human Development, National Center for Cultural Competence, Bureau of Health Professions Division of Scholarships and Loan Repayment. (n.d.). *Dental initiative topic of interest #2*.
- Georgetown University, National Center for Cultural Competence. *Process of inquiry: Communicating in a multicultural environment*. Available at: <http://www.ncccurricula.info/communication/index.html>
- Ginsberg, C., Martin, V., Andrulis, D., Shaw-Taylor, Y., & McGregor, C. (1995). *Interpretation and translation services in health care: A survey of U.S. public and private teaching hospitals*. Washington, DC: National Public Health and Hospital Institute, pp. 1-49.
- Hablamos Juntos project. Available at: <http://www.hablamosjuntos.org/signage/default.index.asp>
- Hablamos Juntos. (2005). *Universal symbols in health care workbook: Executive summary—best practices for sign systems*. Available at: <http://www.hablamosjuntos.org/signage/PDF/Best%20Practices-FINALDec05.pdf>
- Health Resources and Services Administration. (2003). *Cross-cultural communication in health care: Building organizational capacity*. Available at: <http://www.hrsa.gov/reimbursement/broadcast/default.htm>
- Kelly, N. (2007). *Telephone interpreting in health care settings: Some commonly asked questions*. Available at: [http://www.atanet.org/chronicle/feature\\_article\\_june2007.php](http://www.atanet.org/chronicle/feature_article_june2007.php)
- Massachusetts Medical Interpreters Association/International Association of Medical Interpreters website. Available at: <http://www.mmia.org>
- National Council on Interpreting in Health Care (NCIHC) website. Available at: <http://www.ncihc.org>

**Further  
Reading**

- National Council on Interpreting in Health Care (NCIHC). (2003). *Final report on the pilot of a certification process for Spanish-English interpreters in health care*. Available at: [http://ncihc.org/NCIHC\\_PDF/NCIHC%20Certification%20Pilot%20Final%20Report.pdf](http://ncihc.org/NCIHC_PDF/NCIHC%20Certification%20Pilot%20Final%20Report.pdf)  
[Content used: p. 3]
- National Council on Interpreting in Health Care (NCIHC). *National standards of practice and code of ethics for medical interpreters*. Available at: <http://www.ncihc.org/sop.php>
- National Health Law Program (NHeLP). (2006). *Briefing on language access*. Available at: <http://www.healthlaw.org/library.cfm?fa=detail&id=118637&appView=folder>
- Roat, C. *Health care interpreter training in the state of California* [California Endowment]. Available at: [http://www.hablamosjuntos.org/pdf\\_files/HealthInterpreterTraining030703.pdf](http://www.hablamosjuntos.org/pdf_files/HealthInterpreterTraining030703.pdf)
- Roat, C. E. (Executive Producer), Braganza, F. M. (Assistant Producer), & VanderHoof, D. (Director). (1998). *Communicating effectively through an interpreter* (video). Seattle, WA: The Cross Cultural Health Care Program.
- Sampson, A. (2006). *Language services resource guide*. Available at: <http://www.calendow.org/reference/publications/pdf/cultural/ResourceGuideFinal.pdf>
- Telephone interpreting in health care settings: Some commonly asked questions. (2007). *The ATA Chronicle*: 18-21.
- The Joint Commission, The California Endowment, Wilson-Stronks, A., & Galvez, E. *Hospitals, language, and culture: A snapshot of the nation—exploring cultural and linguistic services in the nation's hospitals: A report of findings*. (2007). Available at: [http://www.jointcommission.org/NR/rdonlyres/E64E5E89-5734-4D1D-BB4D-C4ACD4BF8BD3/0/hlc\\_paper.pdf](http://www.jointcommission.org/NR/rdonlyres/E64E5E89-5734-4D1D-BB4D-C4ACD4BF8BD3/0/hlc_paper.pdf)
- U.S. Census Bureau. (2003). *Language use and English-speaking ability: Census 2000 brief*. Available at: <http://www.census.gov/prod/2003pubs/c2kbr-29.pdf>.

**Further  
Reading**

- U.S. Census Bureau. (2003). Nearly 1-in-5 speak a foreign language at home; most also speak English “very well,” Census Bureau reports. *U.S. Census Bureau News*. Available at: [http://www.census.gov/Press-Release/www/releases/archives/census\\_2000/001406.html](http://www.census.gov/Press-Release/www/releases/archives/census_2000/001406.html)
- U.S. Department of Commerce, Economics and Statistics Administration, U.S. Census Bureau. (n.d.). *Language identification flashcard*.
- U.S. Department of Health and Human Services. (2007). *Hospitals and effective communication*. Available at: <http://www.hhs.gov/ocr/hospitalcommunication.html>
- U.S. Department of Health and Human Services, Office of Minority Health. (2006). *A patient-centered guide to implementing language access services in health care organizations*. Available at: <http://www.omhrc.gov/templates/content.aspx?ID=4375>
- U.S. Department of Health and Human Services, Office of Minority Health. *Health care language services implementation guide*. Available at: <https://hclsig.thinkculturalhealth.org/user/home.rails>
- U.S. Department of Health and Human Services, Office of Minority Health. (2001). *National standards for culturally and linguistically appropriate services in health care: Final report*. Washington, DC. Available at: <http://www.omhrc.gov/assets/pdf/checked/finalreport.pdf>
- U.S. Department of Health and Human Services, Office of Minority Health. (2004, updated 2006). *A physician’s practical guide to culturally competent care*. Available at: <https://cccm.thinkculturalhealth.org/default.asp>
- U.S. Department of Health and Human Services. (2006 rev.). *Guidance to federal financial assistance recipients regarding Title VI prohibition against national origin discrimination affecting limited English proficient persons*. Available at: <http://www.hhs.gov/ocr/lep/revisedlep.html>
- Virginia Area Health Education Centers AHECs (HRSA-funded). Available at: [http://www.ahec.vcu.edu/goals/practice\\_support.html](http://www.ahec.vcu.edu/goals/practice_support.html)

**Further  
Reading**

- White House. (2000). Executive Order 13166, *Improving access to services for persons with limited English proficiency*. Washington, DC. Available at:  
<http://www.usdoj.gov/crt/cor/Pubs/eolep.htm>
- Wisconsin Department of Health and Family Services. (2007). *I speak cards*. Available at:  
<http://www.dhfs.state.wi.us/civilrights/ISPEAKCARDS.pdf>
- Wisconsin Department of Health and Family Services. (2007). *Interpreter training resources*. Available at: <http://www.dhfs.state.wi.us/civilrights/InterpreterTrainingResources.HTM>
- Wisconsin Department of Health and Family Services. (2007). *Language poster*. Available at:  
<http://www.dhfs.state.wi.us/civilrights/LEPposter.pdf>
- Wong, D., & Baker, C. (1988). Pain in children: Comparison of assessment scales. *Pediatric Nursing* 14(1): 9017.
- Wong on the Web. (n.d.). *Translations of Wong-Baker FACES pain rating scale*. Available at:  
<http://www3.us.elsevierhealth.com/WOW/facesTranslations.html>
- Youdelman, M., & Perkins, J. (2002). *Providing language interpretation services in health care settings: Examples from the field* [National Health Law Program]. Available at:  
[www.cmwf.org](http://www.cmwf.org) or [www.healthlaw.org](http://www.healthlaw.org)
- Youdelman, M., & Perkins, J. (2005). *Providing language services in small health care provider settings: Examples from the field* [National Health Law Program]. Available at:  
[www.cmwf.org](http://www.cmwf.org) or [www.healthlaw.org](http://www.healthlaw.org)